



LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

December 20, 2022

Board of Supervisors

Hilda L. Solis
 First District

Holly J. Mitchell
 Second District

Lindsey P. Horvath
 Third District

Janice Hahn
 Fourth District

Kathryn Barger
 Fifth District

To: Supervisor Janice Hahn, Chair
 Supervisor Hilda L. Solis
 Supervisor Holly J. Mitchell
 Supervisor Lindsey P. Horvath
 Supervisor Kathryn Barger

From: Rafael Carbajal 
 Director

Director

Rafael Carbajal

Chief of Staff

Joel Ayala

BI-ANNUAL PROGRESS REPORT ON IMPLEMENTATION OF A LOS ANGELES COUNTY EXPANDED EVICTION DEFENSE PROGRAM (ITEM NO. 11, AGENDA OF SEPTEMBER 10, 2019)

On September 10, 2019, the Los Angeles County Board of Supervisors (Board) directed the Department of Consumer and Business Affairs (DCBA) to report back on a bi-annual basis for the first two years of program implementation, and every year thereafter, on the progress of implementing the Los Angeles County (County) expanded eviction defense program (Stay Housed L.A. County), which was formally launched on September 15, 2020. Stay Housed L.A. County provides low-income tenants living in the County, with free, limited, and full-scope legal representation; short-term rental assistance; and other complementary services to stabilize their housing while facing potential eviction and/or homelessness due to financial hardship.

This is the second bi-annual report for calendar year 2022 and summarizes the County’s progress for the continued, successful execution of the Stay Housed L.A. County program to-date, including:

- Key program milestones;
- Performance metrics and data reporting;
- American Rescue Plan (ARP) Service coordination and funding;
- Challenges and opportunities related to the implementation of Stay Housed L.A. County; and
- Next steps.

KEY PROGRAM MILESTONES

Since submission of the last bi-annual progress report,¹ the following are a list of key program milestones achieved for Stay Housed L.A. County:

¹ https://file.lacounty.gov/SDSInter/bos/bc/1128506_2022-08-11_Bi-AnnualProgressRptonImplementationofaLACountyExpandedEvictionDefenseProgram_rc.pdf



- 9/13/2022 — The Board approved a \$975 million Phase 2 spending plan² for the County's allocation of ARP Coronavirus State and Local Fiscal Recovery Funds. Stay Housed L.A. County was allocated \$18 million from the Phase 2 spending plan budget for the continued implementation of the program through 2024;
- 10/24/22 — DCBA established a partnership with the Department of Health Services' (DHS) Homelessness Prevention Unit (HPU) to create a warm referral process for DHS clients in urgent need of rental assistance³; and
- 12/6/2022— DCBA executed a \$242,111 delegated authority agreement with the Liberty Hill Foundation to conduct enhanced outreach and education efforts to tenants about the expiration of L.A. County's Temporary COVID-19 tenant protections, as well as what permanent tenant protections remain in place.

PERFORMANCE METRICS AND DATA REPORTING

The Stay Housed L.A. County program has achieved the following key program metrics since the execution of its two primary service delivery agreements with the Legal Aid Foundation of Los Angeles—the American Rescue Plan and Permanent Local Housing Allocation (PLHA) contracts—on May 13, 2022 (data current as of November 7, 2022 unless otherwise indicated below):

- Tallied a total of 5,127,147 impressions across all virtual platforms, including 2,972,157 advertisement views from ads placed across all Stay Housed L.A. County digital media platforms⁴ and 2,154,990 impressions from organic social media on Stay Housed L.A. County accounts on Facebook, Twitter, and Instagram
- Delivered 10 media placements on television, radio, print, and online media outlets, including ethnic media⁵
- Reached 106,708 individuals or households via all direct outreach and education efforts⁶ which included 3,279 tenant households reached through in-person outreach and 85⁷ virtual "Know Your Rights" workshops, webinars, and clinics⁸
- Provided limited legal services and assessments to 1,943 tenant households⁹
- Provided full-scope legal representation to 491 tenant households¹⁰

² <https://file.lacounty.gov/SDSInter/bos/supdocs/172251.pdf>

³ HPU uses predictive analytics to determine users of County services who are at the greatest risk of becoming homeless then connects them to homelessness prevention and stabilization services.

⁴ Data current as of October 31, 2022.

⁵ Ibid.

⁶ This is the total number of people reached via all outreach and education efforts including remote and in-person activities, such as phone banking, text banking and in-person contact.

⁷ This metric is an aggregate number consisting of the total number of workshops funded by ARP and City of Long Beach dollars. As mentioned in previous bi-annual reports, City of Long Beach allocated additional funding to Stay Housed LA. County for specialized eviction defense services to Long Beach residents.

⁸ In-person outreach consists of canvassing in neighborhoods and apartment buildings, and in-person workshops, clinics, presentations, and townhalls).

⁹ This metric is an aggregate number consisting of the total number of legal representation cases funded by ARP and PLHA dollars. In addition, this metric represents information collected through November 15, 2022, which is incomplete as of the date of the filing of this report.

¹⁰ Ibid

- Provided short-term rental assistance to 56 tenant households¹¹ that received legal assistance through the program and underwent unlawful detainer proceedings, totaling \$552,798 in financial assistance disbursed.

Attachment A to this report includes snapshots of current data dashboards that supplement the key metrics highlighted above.

ARP SERVICE COORDINATION AND FUNDING

DCBA received a total of \$18 million in ARP Tranche 2 funding to continue implementation of the program through Fiscal Years 2023-24 and 2024-25. DCBA is actively working with its service delivery partners and the Chief Executive Office Anti-Racism, Diversity, and Inclusion (ARDI) to update its ARP program design and projected goals and outcomes based on the incorporation of Tranche 2 funding to existing service delivery agreements.

CHALLENGES AND OPPORTUNITIES RELATED TO THE IMPLEMENTATION OF STAY HOUSED L.A. COUNTY

Since the filing of the last bi-annual report, Stay Housed L.A. County has experienced overwhelming demand for legal representation impacting the programs capacity to provide legal services. The program has only been able to assist 62 percent of all legal referrals and intakes received through the Stay Housed L.A. County website and direct referrals. The capacity issue being experienced by the program stems from a shortage of legal aid attorneys that are available to provide legal representation services through the program. In addition, due to the limited resources currently allocated to the program, Stay Housed L.A. County cannot invest additional funding to grow its pipeline for attorneys. Until this capacity issue is resolved, DCBA will work with its partners to develop and implement strategies to better prioritize the delivery of legal representation services.

Another major challenge DCBA and its service delivery partners face is the inability to access unlawful detainer filing data from the L.A. County Superior Court system, which limits the ability to more effectively target program services. The lack of detailed eviction data has presented several challenges with refining the current program design, including the development of strategies to effectively target and prioritize program services to the most vulnerable and highest needs communities in the County. Currently, targeting for services is based on socioeconomic or demographic characteristics of neighborhoods or zip codes, but a more effective approach would be to target communities based on actual eviction filing rates. There is no state or local requirement for local courts to share eviction-related data with local government entities that deliver housing or prevention services. DCBA is currently working with the Chief Executive Office to introduce County-sponsored legislation to require local courts to share unlawful detainer data with local government entities implementing eviction defense programs.

¹¹ This metric is an aggregate number consisting of the total number of legal representation cases funded by ARP and PLHA dollars. This metric represents information collected through November 15, 2022, which is incomplete as of the date of the filing of this report. Currently, rental assistance provided through the Stay Housed L.A. County program is reserved for income eligible households that need financial assistance to settle or resolve a pending unlawful detainer case.

Additionally, DCBA is working with its partners to better target outreach efforts in high need communities by reviewing current implementation practices and the usage of alternative data collection measures, including indices developed by service delivery partners that better measure housing vulnerability and displacement pressures. Lastly, DCBA and its service delivery partners are not receiving applications for legal representation from tenants in high need unincorporated areas at rates comparable to high need areas in incorporated cities. However, this may stem from the on-going temporary and emergency tenant protections that have been in place since the beginning of the COVID-19 pandemic. DCBA is working on strategies with partners and stakeholders to expand outreach efforts in these areas to drive more intakes for legal services.

EXPANSION OF STAY HOUSED L.A. COUNTY

In response to a Board Motion adopted on September 27, 2022 (Agenda Item No. 29, Report on Sustainably Expanding Eviction Defense Services in Los Angeles County¹²), DCBA is working on a report that will include recommendations on how to transition Stay Housed L.A. County into a permanent DCBA program by 2027 to meet the growing demand for countywide eviction prevention and defense services. The report-back will include information on the impact of Stay Housed L.A. County as currently implemented, a proposed framework for implementation of Stay Housed L.A. County as a permanent program, recommendations on strategies to address capacity issues, and a proposed implementation budget and next steps.

NEXT STEPS

DCBA plans to take the following steps within the next six months to continue the successful implementation of the program:

- As directed by the Board on September 27, 2022, DCBA will report back within 90 days with an implementation plan to make Stay Housed L.A. County a permanent program by 2027.
- DCBA will continue working with DHS' HPU to implement a warm referral process to assist high-need clients with short-term rental assistance.
- DCBA will continue to collaborate with its partners to discuss key takeaways from the USC Program Evaluation, completed in April 2022, and to make adjustments to the design of the Stay Housed L.A. County program that will be articulated in the 90-day report-back to be filed in early 2023.
- DCBA will execute a Memorandum of Understanding with the City of L.A. Housing Department by January of 2023 to formalize the partnership that funds and coordinates the delivery of eviction defense services under the Stay Housed L.A. platform.
- DCBA will execute an amendment to its ARP funded service delivery agreement by early 2023 to reallocate \$381,039 in unspent PLHA funds from the previous service delivery contract.

As directed by the Board in the September 10, 2019 motion, DCBA will continue to report on the progress of program implementation biannually for the first two years of full program implementation and annually thereafter.

¹² <https://file.lacounty.gov/SDSInter/bos/supdocs/172955.pdf>

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Should you have any questions concerning this matter, please contact me or Dana Pratt, Deputy Director, at (213) 634-5923 or dpratt@dcbalacounty.gov.

RC:JA:DP
MR:SH:ph

Enclosure

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel
 Alternate Public Defender
 Health Services
 Los Angeles County Development Authority
 Mental Health
 Public Defender
 Public Health
 Public Social Services
 Los Angeles County Superior Court

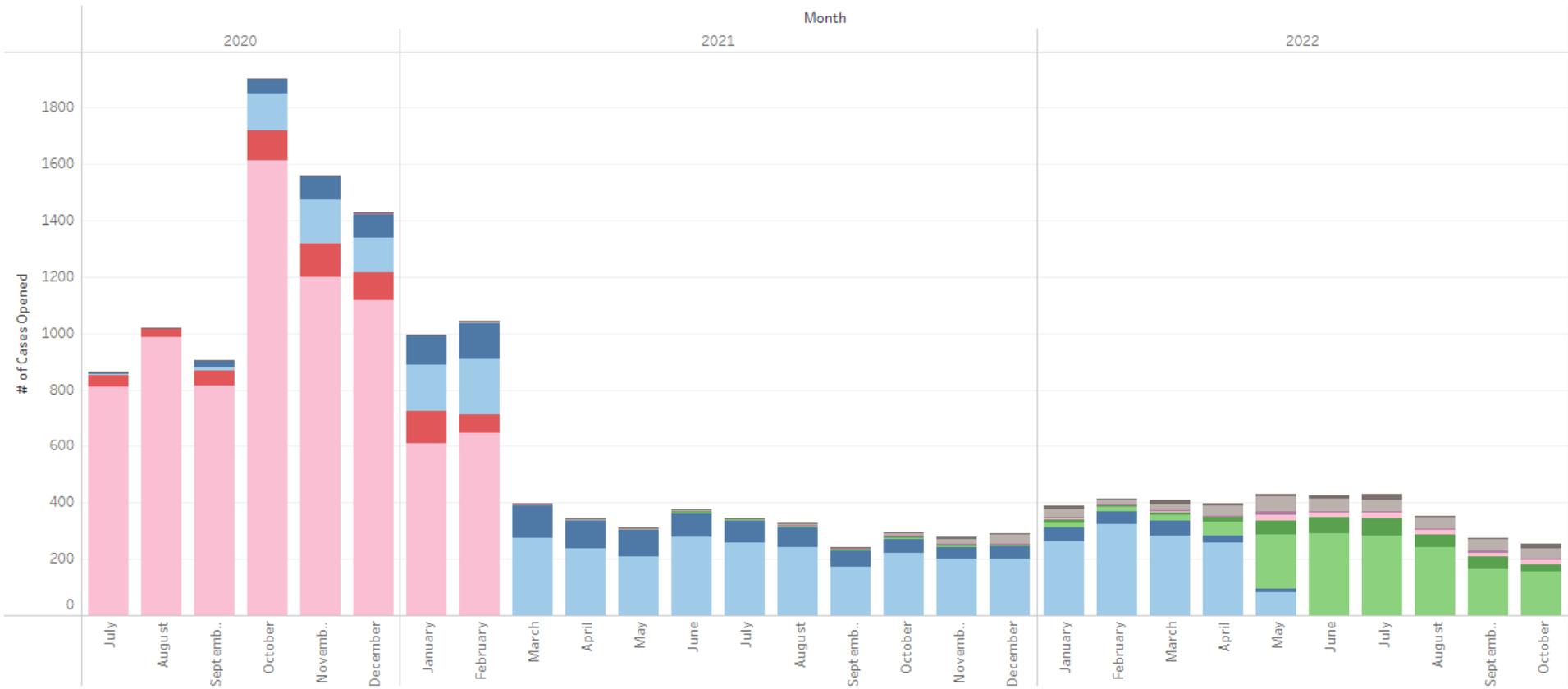
Attachment A

Stay Housed L.A. County: County Contracts Summary Dashboard (July 15, 2020 – October 30, 2022)

Note: October reporting is incomplete.

Stay Housed LA: County Contracts Summary

Cases Opened per Month

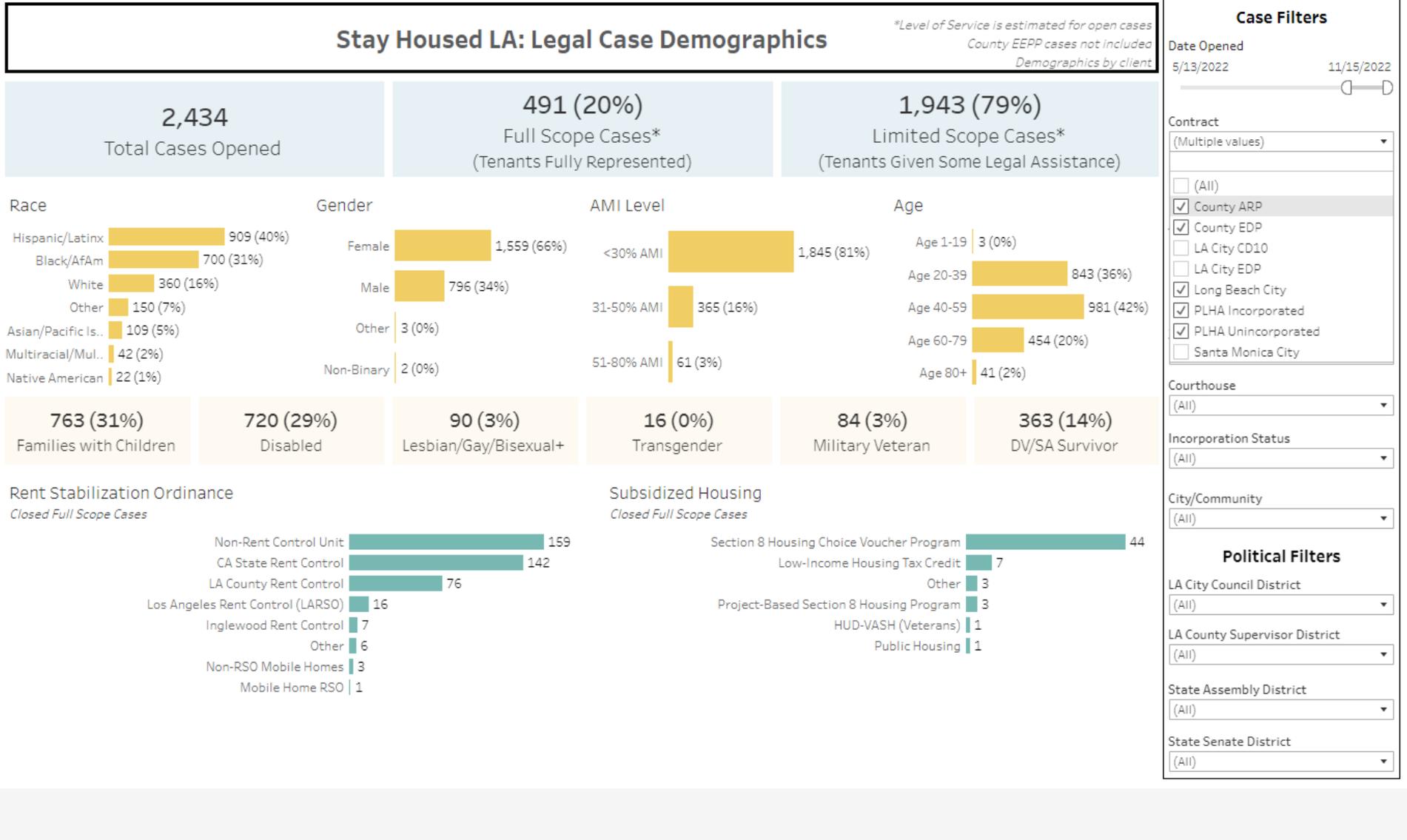


Legend

- EEPP Limited Scope
- EEPP Referrals to Full Scope
- EDP Limited Scope
- EDP Full Scope
- ARP Limited Scope
- ARP Full Scope
- PLHA Incorporated Limited Scope
- PLHA Incorporated Full Scope
- PLHA Unincorporated Limited Scope
- PLHA Unincorporated Full Scope

EEPP: Emergency Eviction Prevention Program Contract
 EDP: Eviction Defense Program Contract
 ARP: American Rescue Plan Act Contract
 PLHA: Permanent Local Housing Allocation Contract

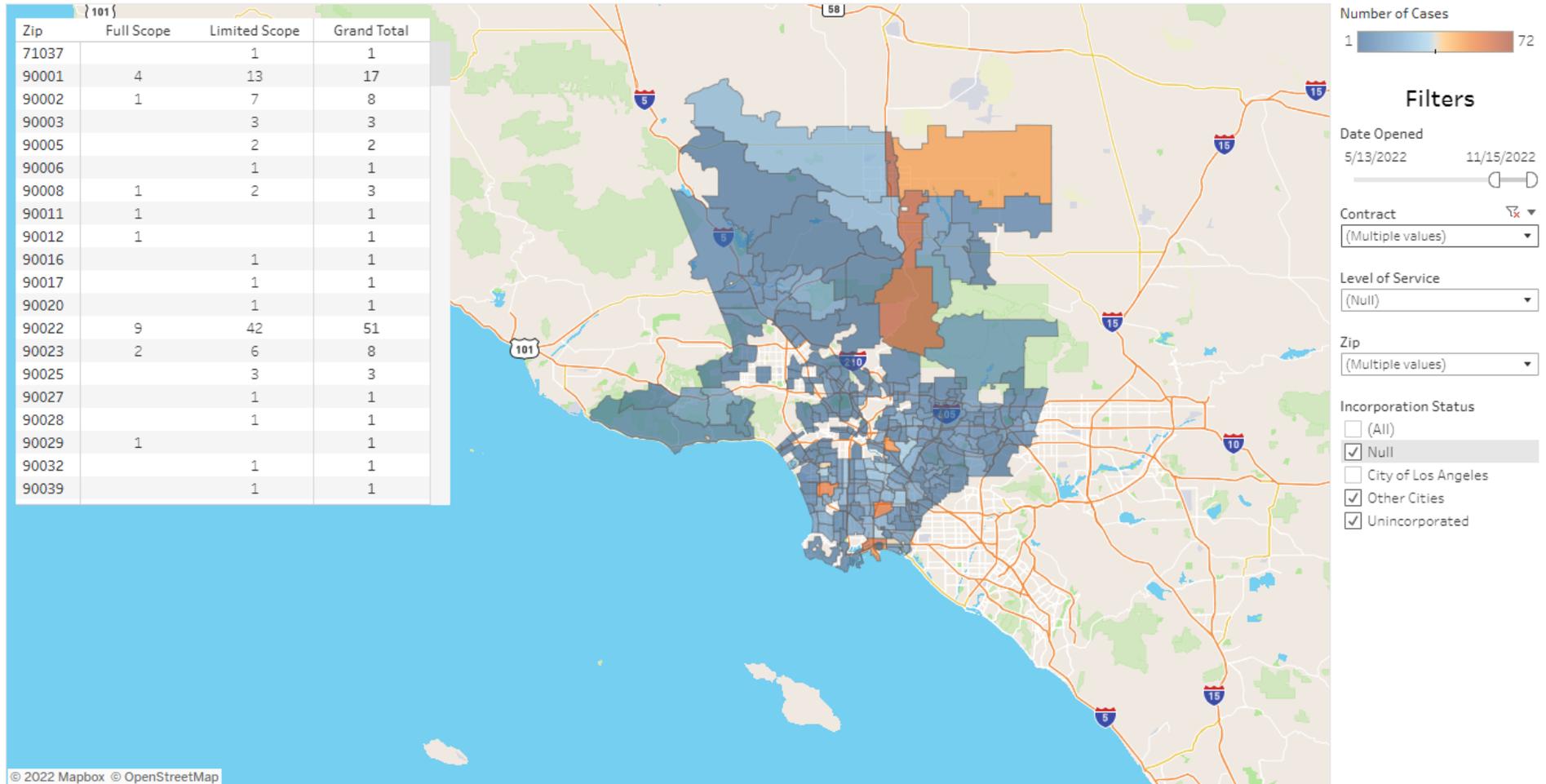
Stay Housed L.A. County: Legal Case Demographics (May 13, 2022 – November 15, 2022)



Stay Housed L.A. County: Mapping Dashboard - Legal Cases per Zip Code (May 13, 2022 – November 15, 2022)

Mapping Dashboard: Legal Cases per ZIP Code

Note: October reporting is incomplete.



Outlined boundaries indicate individual zip codes. Darker orange gradations indicate a higher volume of legal services delivered within a specific zip code relative to other zip codes on this map.

Legal cases labeled with the incorporation status 'Null' occurred due to incomplete data collection at the time of the referral

Stay Housed L.A. County: Rental Assistance (May 13, 2022 – November 7, 2022)

Stay Housed LA: Rental Assistance

Approved Applications

Applications	63 Total Applications	Assistance	\$552,798 Total Assistance	Demographics	Black 18 Hispanic/La.. 18 White 5 Other 2 Asian 1	Filters Date 5/13/2022 11/7/2022 <input type="text"/> Contract <input type="checkbox"/> (All) <input type="checkbox"/> City <input checked="" type="checkbox"/> County ARP <input checked="" type="checkbox"/> County EDP <input checked="" type="checkbox"/> County PLHA-Unincorporated Age 24 82 <input type="text"/>
6 Denied/Withdrawn	56 Approved	6.8 Average Months	\$10,237 Average Assistance	Disabled: 11 DV/SA Survivor: 9 Transgender: 0 Veteran: 0 Subsidized Housing: 5 Rent Stabilized: 10	Female 29 Male 15	

